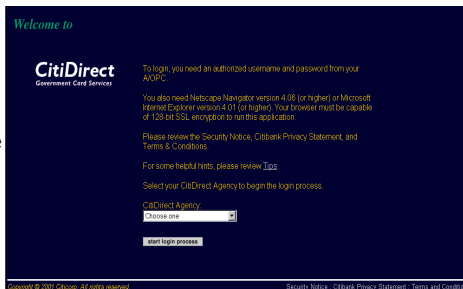


QUICK REFERENCE CARD

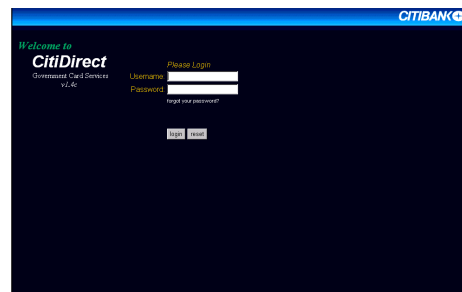
Accessing CitiDirectsm

You can access the CitiDirect system, via your desktop PC, the World Wide Web, or an internal Web server. In order to connect to the CitiDirect system through the World Wide Web, you will need Netscape Navigator or Microsoft Internet Explorer, a valid user name, and password.

1. Open your Internet browser. At the <http://> prompt in the Address bar, type the following web address: www.citidirect-gcs.com
2. Press the **Enter** key on your keyboard. The Welcome to CitiDirect window appears.
3. Select your Agency from the dropdown list on the Welcome window.
4. Click **Start Login Process**. The Login screen appears.



5. In the **Username** field, type your username.
6. In the **Password** field, type your password.
7. Click **Login**. The CitiDirect Inbox window appears.

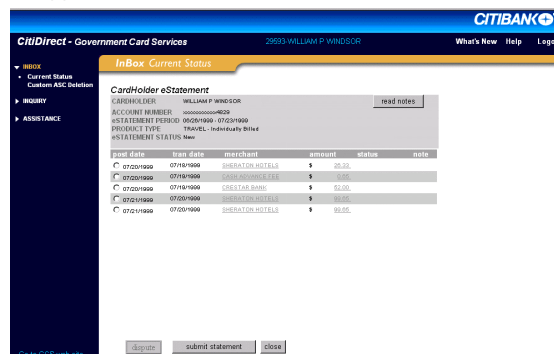
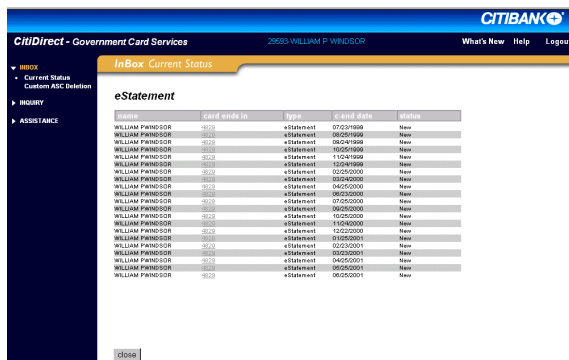


The first time you log on to the CitiDirect system you are prompted to change your password. (For more information see the section on **Changing Your Password**.)

Viewing Electronic Statements

The CitiDirect Inbox window contains the [Current Status](#) link which accesses account transactions via electronic statements. **Note:** Your ability to act on transactions will vary based on your CitiDirect access rights.

1. On the Navigation Bar in the CitiDirect **Inbox** window, click the [Current Status](#) link. A list of electronic statements appears on the right side of the window.
3. To view **merchant** or **transaction** details for a specific transaction, click either the merchant or transaction links. The appropriate details dialog box appears.

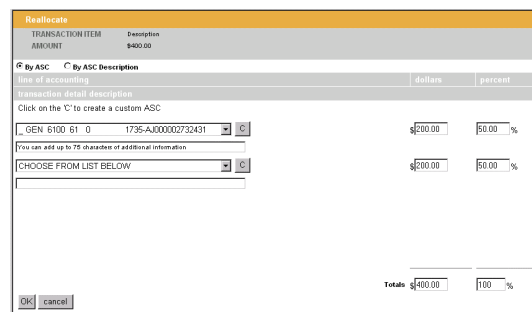
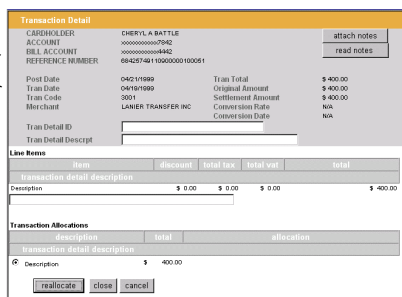


2. Point to the electronic statement you wish to view and click the [card ends in](#) link. The electronic statement appears in the Inbox Current Status window.
4. In the Merchant or Transaction Details dialog box, click **Close** to return to the Inbox Current Status window containing the electronic statement.

Reallocating Transactions

You can reallocate specific transaction amounts among your various cost centers or accounts.

1. Access the electronic statement containing the transaction being reallocated. (See *Viewing Electronic Statements*.)
2. Click the transaction value you wish to reallocate and scroll to the bottom of the reallocation screen.
3. Select the reallocation radial button and Click **Reallocate**
4. In the **Enter the Number of Splits** field, enter the number of transaction splits and click **OK**.
5. Select the destination **ASC** from the drop down list.
6. Change either the transaction dollar **amount** or **percentage**. And click **OK**
7. Transactions can now be reallocated further or new transactions reallocated.



QUICK REFERENCE CARD

Disputing Transactions

The CitiDirect system provides users with access to a read-only form that may be used when a transaction is in question. The Dispute Form must be printed and then completed and faxed to **Citibank Corporate Services (605-357-2019)**.

1. Access the electronic statement containing the transaction being disputed. (See *Viewing Electronic Statements*.)
2. Click the option button next to the transaction item you wish to dispute.
3. Click **Dispute**. The Dispute Transaction form appears.
4. Scroll to the bottom of the Dispute Form window. Click **Print**.
5. Click **OK**. The Print Confirmation window appears, click **OK** to return to the Inbox Current Status window containing the electronic statement.
6. Place an "X" in the bracket located to the left of the reason for your dispute on the printed form. Sign, date and mail or fax form along with any necessary documentation to Citibank's Dispute Unit for investigation and resolution.

Submitting Electronic Statements

As a CitiDirect Account holder, you can submit your reviewed electronic statement to your Program Administrator or Approval Manager for review or final approval. Program Administrators and Approval Managers use the Submit Function to approve or reject electronic statements submitted by Account holders within their hierarchy.

1. Access your new electronic statement through the Current Status of the Inbox (See *Viewing Electronic Statements*)
2. Click **Submit Statement**. The Submit Statement dialog box appears.
3. In the **Comments** field enter any comments you want to attach to the electronic statement up to 255 characters.
4. Click **OK**. The system displays a "Statement has been submitted" message.
5. Click **Close** to close the message dialog box and return to your list of electronic statements. The status of the submitted electronic statement reflects Pending Approval or Approved.

Changing Your Password

The CitiDirect system is a secure web site requiring users to enter a user id and password for access. The system prompts you to change your password every thirty days.

1. On the Navigation Bar, click **Assistance**, click the **Change Password** link. The Change Password dialog box appears.
2. In the Change Password dialog box, type your current password in the **Current Password** field. Press **Tab** or use your mouse to go to the **New Password** field.
3. In the **New Password** field, type your new password. Press **Tab** or use your mouse to go to the **Confirm Password** field.
4. In the **Confirm Password** field, re-enter your new password and click **OK**. The system displays a "Password has been changed" confirmation message.
5. Click **OK**. The CitiDirect Inbox window appears.